



IFW
Patent Application
Docket No.: P18149US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Zhongwen Zhu)

Serial No.: 10/690,514)

Examiner: not yet known

Filed: 10/23/2003)

Group Art Unit: 2661

For: Virtual Queuing Support System and Method

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450



27902

PATENT TRADEMARK OFFICE

Dear Sir:

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Pursuant to the duty of disclosure under 37 C.F.R. § 1.56, Applicants submit this statement. This submittal is made in accordance with 37 C.F.R. §§ 1.97 and 1.98 and § 609 of the Manual of Patent Examining Procedure.

The Examiner is respectfully requested to consider the enclosed form PTO-1449 and all cited references and, after such consideration, initial the enclosed Form PTO-1449 in the spaces provided next to each reference. Please return a copy of the initialed Form PTO-1449 with the next communication transmitted to the Applicants. For the convenience of the Examiner in considering the references, a copy of each of the cited references is enclosed with this communication.

Any markings, underlines, notations or the like present in any reference are not to be construed as drawing the Examiner's attention to or away from other parts or portions of the reference.

Applicants hereby expressly reserve the right to swear behind the effective dates of any of the references. Applicants further reserve the right to question the relevance and materiality of the references in whole, in part or in combination subsequent to the filing of this statement.

CERTIFICATION

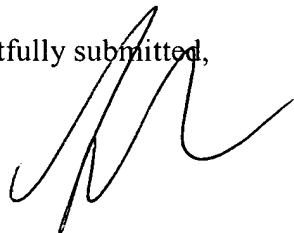
The undersigned hereby certifies under 37 C.F.R. § 1.97(e)(1) that each item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application.

Date: Aug. 23, 2005

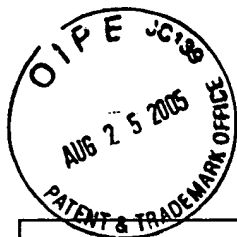
Ericsson Canada, Inc.
Patent Department
8400 Decarie Blvd.
Town of Mount Royal, Quebec
Canada H4P 2N2

Tel.: (514) 345-7900, extension 2596
Fax: (514) 345-7929

Respectfully submitted,

By:  _____

Alex Nicolaescu
Reg. No. 47,253



Patent Application
Docket No.: P18149US1
Sheet 1 of 1

| | | |
|--|--------------------------------------|-------------------------------|
| Form PTO-1449 Modified List of Patents and Publications Cited by Applicant (Use several sheets if necessary) U.S. Patent Department of Commerce Patent and Trademark Office | Docket No.: P18149US1 | Serial No.: 10/690,514 |
| | Applicant(s): Zhongwen Zhu | |
| | Filing Date: October 23, 2003 | Group: 2661 |

U. S. PATENT DOCUMENTS

| Examiner Initial | | Document No. | Date | Name | Class | Subclass |
|---------------------|----|----------------|----------|---------------|-------|----------|
| | AA | 2002/018554 A1 | 02/14/02 | Jensen et al. | 379 | 265.01 |
| | AB | 6,314,177 B1 | 11/06/01 | Davis et al. | 379 | 265.12 |
| | AC | | | | | |

FOREIGN PATENT DOCUMENTS

| Examiner Initial | | Document No. | Date | Country | Translation | |
|---------------------|----|--------------|----------|-------------------------|-------------|----|
| | | | | | Yes | No |
| | BA | 1 296 502 A2 | 03/26/03 | EP | | X |
| | BB | 00/35173 A1 | 06/15/00 | WO | | X |
| | BC | | | | | |
| EXAMINER: | | | | DATE CONSIDERED: | | |

OTHER DOCUMENTS

| Examiner Initial | | Author, Title, Date, Pertinent Pages, Etc. |
|---------------------|----|--|
| | CA | TELECORP PRODUCT INC.: "Managing your call center", XP002320877, retrieved on March 09, 2005, pages 1-54 |
| | CB | International Search Report for PCT/IB2004/052170 dated March 23, 2005 |
| EXAMINER: | | DATE CONSIDERED: |